



Analytics as a Service

 Synoptek

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Introduction

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's Analytics as a Service (The Service).

The service definitions found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek's best practices or industry standards at its sole discretion with or without notice.

Service Offerings

With an increasing number of enterprise systems, growing teams, rising proliferation of the web, and multiple digital initiatives, organizations of all sizes are creating loads of data every day. This data contains excellent insights and immense opportunities for the business. However, with more and more data being generated every day, it has become impossible for organizations to consistently derive actionable insights.

Organizations that are stuck resolving issues with analytics implementations, are not exploring actionable insights and ultimately are not working towards creating value for the business. Through our Analytics services, we provide subscription-based services to take ownership of immediate and ongoing supportability challenges with analytics solutions. We also perform the day-to-day IT work needed to integrate new data sources to ensure dashboard visualizations, reporting, and predictive models are continuously enabling you to make decisions every day.

At a glance, Synoptek's Service include:

- 1) Services for Data Warehouses
- 2) Services for Visualizations and Reports
- 3) Services for Predictive Analytics (Forecasting) and AI/ML

DATA WAREHOUSE SERVICES

Feature	Description	Included
INCIDENT TRIAGE AND RESOLUTION	<p>Synoptek provides incident tracking in an IT Service Management (ITSM) application for T2/T3 data analyst support as well as resolution to incidents for data warehouses. Synoptek uses a priority queue system to resolve these incidents.</p> <p>Synoptek proactively reviews open incidents with Customer's and Customer's are expected to prioritize which to solve first.</p>	Yes
24X7 STAFFED ADMIN/IT HELPDESK w/ CASE TRACKING AND REPORTING	<p>Synoptek provides an SLA-backed 24x7 service desk for T1 support requests, resolution to incidents, and problem management to customer technical contacts and authorized technical team members relative to subscribed tools and services</p>	Optional

INTEGRATION OF NEW DATA SOURCES (ETL)	<p>Synoptek will integrate newly added data sources and perform extraction, transformation, and loading (ETL) of data into the final data warehouse.</p>	<p>Yes</p>
PROACTIVE DATA WAREHOUSE MONITORING & MANAGEMENT	<p>Synoptek will update Dashboard visualizations following a data source addition, update and monitor ETL jobs, update mappings to the data warehouse, and/or data warehouse targets.</p>	<p>Yes</p>
PROACTIVE DATA QUALITY MANAGEMENT	<p>Synoptek will regularly assess data quality by ensuring decision makers are making informed decisions. This feature aims to solve data completeness, accuracy, conformity, consistency, and business value.</p>	<p>Yes</p>
DATA GOVERNANCE	<p>Synoptek will build and manage a data governance framework and facilitate a data governance council meeting as an advisor.</p> <p>The council is a Customer led team made up of the Data Steward, Business SME's, and Executive leadership and are expected to make data decisions regarding these topics:</p> <ul style="list-style-type: none"> • Data definitions • Standards • Controls • Ownership • Accountability • Security • Privacy • Data lifecycle management from its initial onset to its obsolescence 	<p>Optional – See Data Governance Service Add-On</p>
DATA MODEL OPTIMIZATION	<p>Synoptek will annually review the data model is meeting business objectives and identify opportunities to reduce unnecessary complexity.</p> <p>Synoptek also reviews entity attributes and relationships entity-to-entity are properly defined and match the business process and stakeholders.</p>	<p>Optional – See Data Model Optimization Add-On</p>

	Synoptek will also discuss standard data models with the used the Customer’s respective industries or walk through considerations for making a custom data model.	
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DATA VISUALIZATION SERVICES

Synoptek offers two types of visualizations:

1. Dashboards – real-time rendering of actionable data to support real-time data-driven decisions.
2. Reports – static rendering of actionable data, often from these dashboards

Feature	Description	Included
INCIDENT TRIAGE AND RESOLUTION	Synoptek provides incident tracking in an IT Service Management (ITSM) application for T2/T3 data analyst support as well as resolution to incidents for data visualizations. Synoptek uses a Customer-decided priority queue system to resolve these incidents.	Yes
24X7 STAFFED ADMIN/IT HELPDESK w/ CASE TRACKING AND REPORTING	Synoptek provides an SLA-backed 24x7 service desk for T1 support requests, resolution to incidents, and problem management to customer technical contacts and authorized technical team members relative to subscribed tools and services	Optional
VISUALIZATION ENHANCEMENTS	Synoptek will enhance existing dashboards and reports to the Customer’s request, subject to a work estimate no larger than the subscribed number of hours.	Yes
VISUALIZATION ADDITIONS	Synoptek will add new dashboards and reports by Customer request and train the Customer how to derive insights from the data.	Yes

PREDICTIVE ANALYTICS AND AI SERVICES

Feature	Description	Included
INCIDENT TRIAGE AND RESOLUTION	Synoptek provides incident tracking in an IT Service Management (ITSM) application for T2/T3 data analyst support as well as resolution to incidents for predictive	Yes

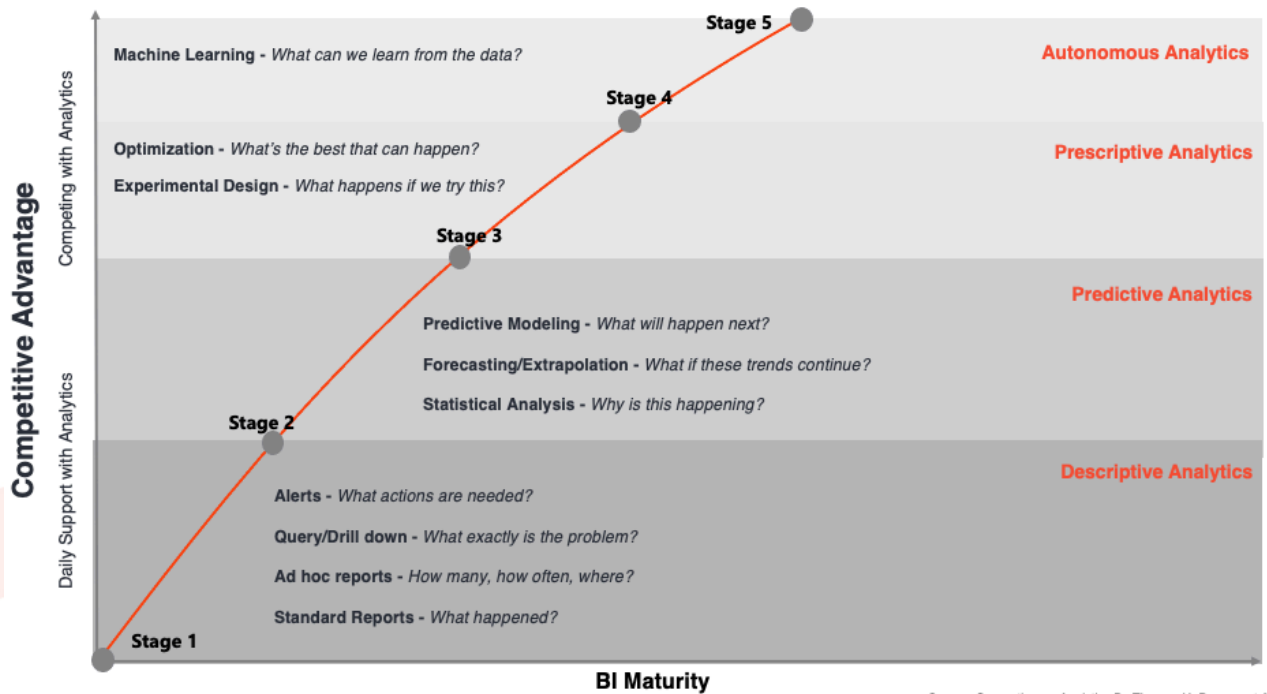
	<p>analytics and AI models. Synoptek uses a priority queue system to resolve these incidents.</p> <p>Synoptek proactively reviews open incidents with Customer's and Customer's are expected to prioritize which to solve first.</p>	
24X7 STAFFED ADMIN/IT HELPDESK w/ CASE TRACKING AND REPORTING	Synoptek provides an SLA-backed 24x7 service desk for T1 support requests, resolution to incidents, and problem management to customer technical contacts and authorized technical team members relative to subscribed tools and services	Optional
PREDICTIVE MODEL ENHANCEMENT	<p>Synoptek will update predictive insights models for your business process (such as demand forecasting, customer segmentation, churn analysis, fraud detection, and patient outcome prediction).</p> <p>Synoptek supports statistical modeling languages such as R, Python, and AML.</p> <p>Synoptek supports statistical models such as regression analysis, time-series, and ARIMA.</p>	Yes
AI/ML MODEL ENHANCEMENT	<p>Synoptek will update learning models for your business processes.</p> <p>Synoptek supports AI/ML models such as machine learning and deep learning.</p>	Yes
COGNITIVE MODEL ENHANCEMENT	Synoptek will update learning models for cognitive services such as computer vision, voice-to-text transcription, chat bots.	Yes

Service Deployment

Synoptek is responsible for the onboarding of customers into the Analytics as a Service. Synoptek follows a process to assess the current business intelligence model, implement the future state vision, and manage the go-forward solution.

ASSESSMENTS CONDUCTED DURING ONBOARDING

- Depending on the existing analytics model in-place, Synoptek may optionally recommend perform a business intelligence maturity assessment of the current process, tools, and IT infrastructure.



- Develop a strategy for the desired Business Intelligence future state and create a strategic roadmap.
- Discuss a range of suitable Business Intelligence implementation models and estimate cost-to-deliver and manage.

Service Expectations

SYNOPTEK RESPONSIBILITIES

Synoptek is responsible for maintenance, enhancement, delivery, and production operations for live dashboard visualizations, report generation, and predictive analytics or AI models during the managed services subscription period.

If Customer does not have existing data warehouse or AI/ML products and services, Synoptek will acquire, provision, and re-bill standard products and services.

CUSTOMER RESPONSIBILITIES

Synoptek expects Customers to be the most knowledgeable on their data analytics needs and recommend they work with Synoptek business intelligence team to design visualizations.

Synoptek expects to have administrative privilege to the Data Warehouse and visualizations.

Synoptek expects Customers to provide the platform or infrastructure cloud services to host Data Warehouses. Optionally, Customer can elect to have Synoptek provision and manage Cloud Services (AWS, Azure) for an additional service fee.

Customer must provide the licensing and subscriptions for Customer preferred products (i.e., data warehouse or AI/ML products and services).

Service Limitations

Synoptek will not deliver a named resource except for opportunities of a minimum size (i.e., a minimum # of hours recurring). All business intelligence team members deliver services as are part of a shared resource. This can be discussed with Synoptek Business Development Managers or Client Advisors.

Synoptek's incident triage and resolution services do not include a defined SLA. Instead, the Customer's primary contact is expected to make decisions what to enhancements, incidents, or problems to prioritize. However, Synoptek IT and Cloud Managed Services however do have Service Level Objects (SLO's) and Guarantees (SLG's) as described in other Service Definitions.